Greetings Health Care Management Students!

These are exciting times of rapid growth and change for the Health Care Management program. We currently have over 240 majors which is a sharp increase over last year’s 188 majors. We also have 44 minors and their numbers are also growing! In addition, we welcome an all-time record crop of 37 prospective interns who have their sights set on spring placements in a wide variety of settings in the broader community as well as traditional hospital and long-term care environments. But we don’t celebrate growth for mere growth’s sake. The bottom line is we take great pride in how we intellectually prepare future healthcare managers who are able to apply state-of-the art knowledge and skills to manage increasingly diverse health workforce needs to improve lives in increasingly complex, fiscally challenging, and rapidly changing environments. But it would be disingenuous to say that we are not buoyed by the fact that jobs are out there and our graduates are finding them! In fact, in the class of the 24 Spring 2013 interns, 7 were hired by their internship sites. Seven others had already landed management level work and the rest were shooting immediately for graduate school or were planning to take some time off before work-seeking. I encourage you all to keep your eye on the prize—study hard and grasp every opportunity to network, sharpen your human skills and connections (through the Healthcare Leadership Academy, for example or Upsilon Delta Phi). Take advantage of the many avenues of engagement that are available on campus—they’ll make you better current and future citizens and leaders. Have a great year all!

Dr. Nelson
Dr. Zorn brings 35 years of experience in the healthcare industry to Towson University. He is the Chief Executive Officer of MCB Management services, LLC, a physician practice management company and Physician Support Services, LLC, a physician billing credentialing and coding company based in Maryland. Current clients range from solo and multi physician practices to a number of Maryland hospitals. His educational background includes a Masters in Business Administration from Loyola College and a Bachelor of Arts degree in Business Administration - Accounting from Towson University. He currently teaches Healthcare Financial Management and Managerial Accounting. Dr. Zorn is also supervising HCMN interns and is the new Coordinator of the HCMN Internship Program.

Dr. Whitner has over 20 years of health care experience in a variety of settings. She has worked in state health agencies, a school of medicine, insurance companies, hospitals, universities and colleges. She obtained a BA in Spanish and a MPH in Health Promotions and Education from the University of South Carolina. She earned a PhD in Health Services from Walden University. She has taught courses at the undergraduate and graduate levels in health administration and public health. Her research has been in women's health, health disparities, healthcare quality, osteoporosis prevention, and program evaluation. She is a member of the American Public Health Association and the American Association of University Women.

Dr. Engineer is a faculty member at the Johns Hopkins Bloomberg School of Public Health and Carey School of Business, Baltimore. He has over two decades of healthcare management experience working in diverse healthcare settings. After obtaining his Masters in Hospital Administration from the Tata Institute of Social Sciences, he pursued administrative roles at Hinduja and Breach Candy Hospitals in Mumbai. He led the first hospital in India to become certified to the ISO 9000 quality standard at a time when few formal accreditation programmes existed. His passion for quality led him to Johns Hopkins University in Baltimore where he worked and simultaneously obtained a Doctorate in Public Health. Thereafter, he joined World Health Organization's Patient Safety programme in Geneva where he led a global campaign to eliminate health care associated infections. He teaches courses on quality and patient safety and has presented and published internationally.
Each year, The Johns Hopkins University Alumni Association presents The Knowledge for the World Award to “alumni who exemplify the Johns Hopkins tradition of excellence and have brought credit to the university and their profession in the international arena through their professional achievements or humanitarian service”. Dr. Engineer is a recipient of one of the two awards given this year for his work as the country director for JHU’s operations in Afghanistan. These efforts involved a team of over 300 personnel who monitored the performance of health facilities, conducted household surveys, estimated prevalence of HIV, obtained maternal mortality estimates (RAMOS), and evaluated World Bank’s Results Based Financing Scheme.

Congratulations to Dr. Engineer for his significant achievement!

Retrieved from: http://alumni.jhu.edu/kftw

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**An Interview with the Intern**

Intern
Juhi Shah

**Site of Internship**
MedStar Good Samaritan Hospital

**What drew you to MedStar?**
Healthcare Administration entails jobs on a large spectrum. This degree is very broad where one can attain an array of positions. I chose to work in the well-known hospital facility, MedStar Good Samaritan Hospital, because in this setting I can observe many different administration positions in the different departments and what their job duties entail. MedStar has a number of hospitals including Good Samaritan, Union Memorial, and Georgetown etc.

I also have a future goal of becoming a Physician Assistant therefore wanted to be able to intern at a facility where I can observe both the administration and clinical aspect of a healthcare setting.

**What is a typical day like there?**
As an intern in the Operating Room Surgical department, I can say there are no typical days here. On a daily basis I am able to attend a variety of meetings for example with
vendors, finance department, sterilization department, executives etc... I also had the opportunity to attend off site conferences in Hunt Valley and Columbia. We work a great deal on product review and cost saving products. On days where there is "down time" my preceptor gives me the opportunity to choose what I want to do within the hospital. With this opportunity, I spent an entire day shadowing Physician Assistants and was able to observe 4 surgeries. I will soon be shadowing the head of the sterilization department.

**How is it balancing a full-time internship and the HCMN projects?**

Due to the fact that we are not taking any classes, the balance of a full-time internship and HCMN projects are not too strenuous. The time I would generally spend in other semesters doing homework, meeting with groups and studying, I replace with working on my internship projects. I am also lucky enough to have a preceptor who allows me time during the internship to work on my assignments.

**What advice can you give to upcoming interns?**

For upcoming interns I can definitely say do not be afraid to take risks, initiative and let your voice/opinion at your facility be heard. This internship is learning and networking opportunity where you truly get out what you are willing to put in. Everyone around you is aware that you are an intern and therefore will not expect you to have all the answers. It is okay to make mistakes and take risks now while you are under the direction of someone to assist you rather than on an actual job. Time management is also very crucial. It is important to arrive to everything especially meetings on time. It is also important to manage your time working on the internship projects/assignments because these are assignments that take time and need to be worked on continuously and would be extremely difficult to do last minute.

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**Contact Us!**

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